

Program A: Administration

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in tables labeled as General Performance Information.

DEPARTMENT ID: 14- Department of Labor
 AGENCY ID: 14-474 Office of Workforce Development
 PROGRAM ID: Program A: Administration

1. (SUPPORTING) To utilize available means of communication to maximize public awareness of agency services.

Strategic Link: Office of Workforce Development, Prog. A, Goal I - *The Office of the Secretary, through its Administration Program, will provide a leadership and communications system including executive administration and public relations functions to assure effective communication of Agency policies and programs.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
13594	S	Number of presentations to employer groups	50	45	52	52	52	52
13595	S	Number of public service announcements	13	12	12	12	12	12
13596	S	Number of press releases	80	77	80	80	80	80

¹ This performance indicator was formerly states as "Number of public service announcements".

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2. (SUPPORTING) To reduce, by 10%, the number of negative audit findings by internal auditors.

Strategic Link: Office of Workforce Development, Prog. A, *Goal II - Reduce, by 50%, the number of negative audit findings by internal auditors by fiscal year 2006.*

Louisiana: *Vision 2020 Link:* Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
13597	S	Number of internal audits performed	19	26	19	19	20	20
13598	S	Number of negative audit findings	25	31	23	2	21	21
13599	S	Number of repeat audit findings	0	13	0	0	0	0

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3. (KEY) To maintain a customer (user) satisfaction rating of excellent level of 65% for seminars and workshops sponsored or provided by the Louisiana Department of Labor.

Strategic Link: Office of Workforce Development, Prog. A, *Goal III - Make the Department increasingly responsive to the needs of its users and stakeholders.*

Louisiana: *Vision 2020 Link:* Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
10228	K	Customer (user) satisfaction percentage	67%	69%	65%	65%	65%	65%